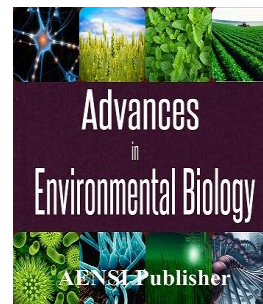




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## Impact of Information Technology by Efficiency on Improving the Functionality (Case Study: Social Security Organization of Guilan)

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### ABSTRACT

**Background:** Life is movement, change and growth, space and finds its true meaning Stop to stop the movement of life. Avoidance of changes in the world of work ahead, conservatism and fear of the unknown causes of premature death business. **Objective:** The purpose of this study was to evaluate the impact of service quality through increased use of information technology to improve the performance of the province's social security. Population SSO Guilan, Rasht city is **Results:** To determine the sample size of non-probability sampling method available to the population and the sample size of 113 was determined three branches. Content validity and reliability study was to evaluate the use of exploratory factor analysis and confirmatory factor analysis was used. To assess the reliability of the study, the alpha test is used. After collecting data and information on the use of statistical techniques using structural equation using LISREL software is used t-test was conducted and the collected data was analyzed by SPSS software. **Conclusion:** In this study, all hypotheses were confirmed.

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## INTRODUCTION

Life is movement, change and growth, space and finds its true meaning Stop to stop the movement of life. Avoidance of changes in the world of work ahead, conservatism and fear of the unknown causes of premature death business. In other words, the impact of this technology on aspects such which can no longer concepts such as sustainable development and knowledge-based economy is distinct from the term.

Common sense is the ability to meet customer needs and expectations of customers in a competitive situation. The appropriate mechanisms should be tastes, values and aspirations of the directors receive, process, and in terms of its services and products. Although the active view, the needs and demands of our customers can order and will lead them to their strategies.

Competition goes, break boundaries and economy in production and international companies, multinational and global companies that are major threats to their competitive advantage or are not prepared to cope with the competition. IT as a splicer, all of the day's work is to provide information required by specialists, Industries, organizations and the people in different parts of society in the shortest time and provide the best possible way. So that today's IT world that crosses borders and brings together a global community of nations [3].

With the rapid development of information technology in various communities, labor and social welfare increases and finally, the organization will increase and spread of information technology in the light of new job opportunities will be created [1].

Since technology has played a significant role in creating wealth for the standard and quality of life is severely affected, The high-level politicians in countries to manage it as a strategic factor considering that the promotion of technology can increase efficiency and The effectiveness of the organization [6]. Ddyhy that IT can make a fundamental transformation in the organization of activities and organizations as well as the quality of play with regard to the organization, The level and scope of activities that would be of great importance [5]. In other words, the processes, systems and the role that information technology plays in a series of activities. Improve the quality, coordination between elements and units to achieve the goals of the requirements for the

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use of technology or IT In order to improve service quality and performance of the contract [1]. Everywhere else in the application of information and communication technology to enhance the accuracy and speed The supply and distribution of information and communication quality in the organization with the ultimate goal of improving the quality of service excellence with customer requirements And even beyond customer expectations is necessary Rsd. batvjh to the above and the fact that Social Security is one of the largest public institutions, non-governmental organizations In recent years, investment in information technology has done relatively well, The effect of information technology on the organization's performance through quality seems essential services.

Examining how information technology can improve the performance, it has been the focus of many researchers [3]. It is therefore necessary to establish the suitability of the information technology, quality of service and performance feel. Everywhere else in the usage of new technologies of information and communication services to enhance the quality, accuracy and speed of production and distribution of information and communication quality in the Social Security Corporation The ultimate goal is to promote excellence in business and improve service quality performance with customer requirements and even beyond customer expectations seem necessary [2].

Various studies have been conducted in this area that you can research in Yang *et al.*, in co-Sun Choi, M. Moghimi and Hafizullah year, Mohamed Fathi pointed out.

Given the importance of technology in improving service quality and its tremendous impact on organizational performance, The effect of information technology on quality of service and the performance seems to be essential SSO The main research question is as follows:

Is Social Security IT organizational performance through quality impact?

#### Methodology:

Among the characteristics of scientific research aimed at finding the truth is, the use of appropriate research methods, And selection of appropriate research objectives, the nature and subject of research and administrative facilities depends on the purpose of the research, the availability of accurate and easy to answer the research questions [4].

The purpose of the study, the type of application and in terms of data collection, and was considered a descriptive survey research data collection in the field.

In the present study, the Organization of Social Security in the city of Rasht, Gilan province, the volume of the three branches 160 people who, according to Morgan sample size of 113 is considered. The study of non-probability sampling method was available.

Data collection questionnaire. A questionnaire was used to investigate the spectrum of the 5-choice Likert The perennial quality of service for 0/88, IT 0/91 and performance 0/89 respectively.

In this study, to analyze the data obtained from the samples, the methods of descriptive statistics using spss software and inferential statistical methods were used to help software lisrel. In this study, to investigate the relationship between the components of the model of structural equation modeling was used.

#### Results:

##### 1. Descriptive Statistics:

##### Information Technology:

Table Average IT research model of 2/0510 and SD /053353. The lowest score of the IT equivalent of 1 and 5 is the highest rating according to the independent variable in the causal model is described.

Variables describing IT.

	Count	Average	Standard deviation	Variance	Coefficient of skewness	Elongation factor
IT components	113	2.0510	0.53353	0.285	0.931	2.066
Valid N	113					

##### Quality of Service:

Table (4-2) Average rating quality of 2/0232 and the standard deviation is 0/57523. The lowest score of 1 and the highest score for quality of service, which is equivalent to 5 A. This model is described as mediator.

Variables describing the quality of service.

	Count	Average	Standard deviation	Variance	Coefficient of skewness	Elongation factor
Components of quality of service	113	2.0232	0.5435	0.331	1.081	2.950
Valid N	113					

*Performance:*

Table No 2/1882 performance of SD is 0/70704. The lowest rating of 1 and a maximum score of 5 on the performance of the model, the dependent variable is described as causal research.

## Describe the functional organization

	Count	Average	Standard deviation	Variance	Coefficient of skewness	Elongation factor
Component performance	113	2.1882	0.70704	0.500	0.399	0.154
Valid N	113					

*2. Exploratory factor analysis:*

According to the following table will show the value of KMO 0/ 837 obtained in this study and the value obtained is close to 1 So we can say that the data are suitable for factor analysis. Adequacy or KMO index shows the case that the amount of data to have the ability to factor analysis.

In the table below, the index Bartlett (Bartlett's Test) as the sig is less than 0/5 it can be concluded that the factor analysis to identify a suitable structure.

## Bartlett's Test of KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.837
Bartlett's Test of Sphericity	Approx. Chi-Square	1753.43
	Df	777
	Sig.	.000

*3. Confirmatory factor analysis:*

Load factor represents the correlation of (apparent variable) with Hrmtghyr (latent) are. The criteria for acceptable load factor is close to 0/3 If the item loadings greater than 0/3 can be said that the item is properly validated and accepted.

*4. Structural Equation study:*

The ultimate model is shown in the diagram:

*The final model has been modified:*

Based on structural equation modeling, LISREL 8.8 software research models fitted result in the diagram. The model equations are considered variables and path coefficients obtained for the relationship. As you can see in the chart data contained in the arrow connecting the hidden variable to variable, Are the factor loadings. The load factor greater than 1 is closer to the observed variables can better explain the hidden variable. The margin of error is much greater than the load factor decreases.

*The ultimate test chart with a t-statistic model for Directions:*

According to the chart above t-statistics for the dependent and independent variables is shown that if the calculated t-value is greater than 1/96 and smaller than -1/96 is a positive relation is If the interval is greater than 1/96 and less than -1/96 was indicative of the absence of a relationship.

*5. The model parameters:*

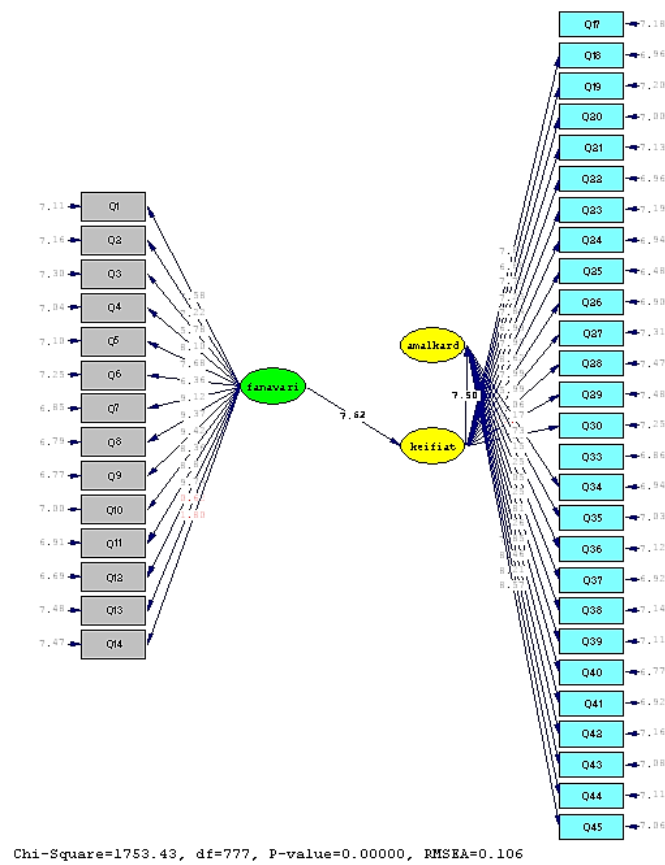
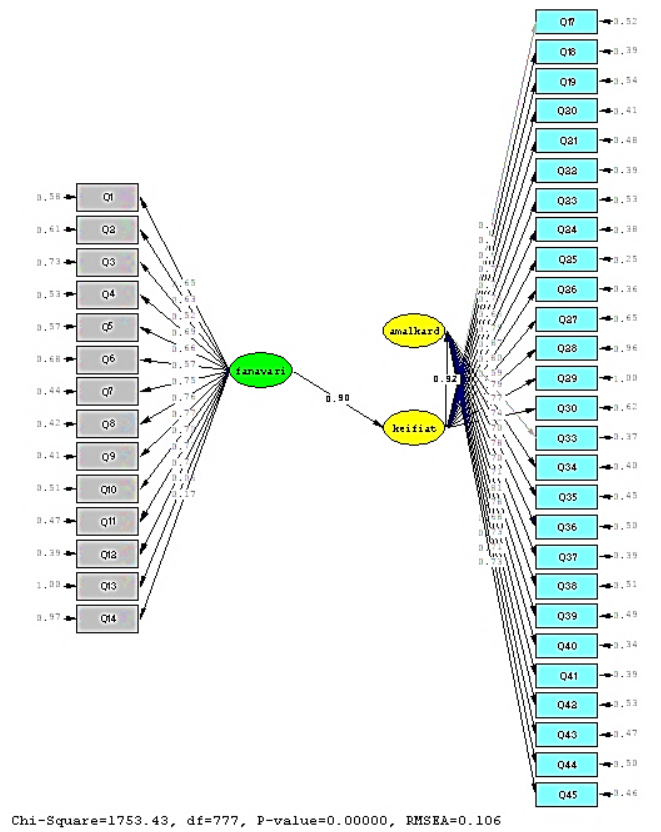
Based on the test model fit indexes were extracted and Table (4-5) are provided.

## Model parameters

The amount	Fit index
2/25	Chi-square ( $2\chi$ ) on degrees of freedom (df)
0/66	Goodness of fit index (GFI)
0/83	Standard fit index (NFI)
0/86	Not the standard-fit index (NNFI)
0/11	The square root of the variance of the estimation error of approximation (RMSEA)
0/87	Comparative fit index (CFI)

If the chi-square (c) is not statistically significant, indicating a very good fit. But N-Ja the top of a very high degree of freedom; Practically possible to reduce the amount of square model is not possible to maintain a theoretical justification. But we can say; Chnan-Chh ratio chi-square to degrees of freedom, is close to 3, showing a good fit. The top of the model is 2.25, which is lower than the threshold and thus the model shows a good fit. On the other hand, if the parameters of GFI, NFI and NNFI is between 0/80 to 0/95; Proper fitting model results fitted. As shown in Table (4-5) All fitted parameters GFI, NFI and NNFI respectively 0/66, 0/83

and 0/86 are the optimal thresholds are fitted. RMSEA indices are also equal to 0/11, a good fit of the model location.



### 6. The research hypothesis:

Test results of the research hypotheses based on structural equation model is shown in the table below.

Test results of the research hypotheses.

Test results	The quantity t	Standard estimates	Assumptions	Row
Confirmation	7/62	0/90	Information on the city of Rasht, Gilan Province affect the quality of social security	1
Confirmation	7/50	0/92	Services in the city of Rasht, Gilan Province affect the performance of the Social Security Corporation	2

As seen in the table above result, the path coefficients were obtained for 2 relationship. According to the values obtained in the present study can be paid to the research hypothesis.

### Discussion:

1. %32/5 of the subjects were male and % 67/5 of the female form. In fact, according to the data shown, it can be concluded that most of the managers and experts from social security to women is formed.
2. The results show that the minimum age in relation to the age of 55 years and maximum age is between 26 and 35 years, The mean age of the patients in this study was 2/65 years of age. With regard to the results of descriptive statistics, we can say that The relatively young age and the power and the incentive to social security, and can be considered a strong point for the organization.
3. The results on the academic status of the respondents indicate that 1/7 of the secondary school diploma and 38/3 percent of respondents with a high school degree 40/8 percent and 19.5 percent of graduate and postgraduate staff has been. Also according to the degree of Bachelor of managers and experts in social security organization, and this suggests a moderate increase people's knowledge.

### Conclusion:

- Main hypothesis: the quality of IT services affect the performance of the Social Security Organization of Gilan.

Path coefficient for the quality of IT services, social security number 0/9 is obtained Gilan, Rasht city And also considering that the t-statistic for the coefficient of 7/62 is obtained, and the load factor on the quality of the Social Security Organization of Gilan, Rasht city has 0/92 T-statistics for the coefficients obtained 7/50, finally, it can be stated that according to information quality and service quality Haszrb factor loadings on the performance of the organization, When the load factor loadings obtained 0/828 generally is higher than 0/3 can be said that information technology on organizational performance with respect to social security Affect the quality of service and the hypothesis is confirmed. Due to verify the relationship between the IT organization must, information technology as one of the major issues considered important for social security.

Hypothesis 1. Information on the city of Rasht, Gilan Province affect the quality of social security

As observed, the path coefficient for the quality of IT services, social security number, city of Rasht, Gilan province 0/90 is obtained. Since the t-statistic for the coefficient of 7/62 is obtained, it can be concluded that a significant number were obtained. The first hypothesis is accepted that information technology can serve as a key component of effective and quality supply of social services.

Hypothesis 2. Services in the city of Rasht, Gilan Province affect the performance of the Social Security Corporation

Path coefficients for improving the performance of the city of Rasht, Gilan Social Security number has been obtained 0/92. Since the t-statistic for the coefficient obtained 7/50, concluded that a significant number are obtained. The second hypothesis of the study is also acceptable. Regarding the effect of improving the performance of social security can be expressed as the quality of services provided An important factor affecting the performance of the Social Security refers therapy.

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